Department of National Parks, Sport and Racing

Young Athletes Travel Subsidy

How to Guide and Troubleshooting Manual

(enQuire System)

Queensland Government

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Possible Technical Issues

Are you using a mobile or tablet device?

The enQuire system is NOT compatible with mobile or tablet devices. Any online applications must be made from a PC.

What kind of browser are you using?

To assist with any queries and to diagnose problems, it may be necessary to confirm what internet browser is being used and its version number. Details on how to do this follow.

Where the enQuire site is not being displayed, first check if you are using a browser from the following list (please note: earlier versions of the below should support the enQuire site but have not been as thoroughly tested):

- Google Chrome (Windows, Android and Mac OS X)
- Mozilla Firefox (Windows and Apple OS X)
- Microsoft Internet Explorer 8, 9, 10, 11 (Windows)
- Safari (Apple iOS 7.1.1).

You are using Internet Explorer

You are using Google Chrome

You are using Mozilla Firefox

You are using Safari

enQuire may work on Linux or Ubuntu operating systems, but this has not been tested and is not supported.

Are you unable to view the enQuire website due to compatibility view and rendering errors?

To see if there is a compatibility view error, do the following:

- select **Tools** at the top of the browser (or if this does not appear, press **Alt** and **T**)
- select **Compatibility View Settings**
- in the box under **Add this website** type in **enquire.net.au**
- Click **Add**
- Click **Close**.

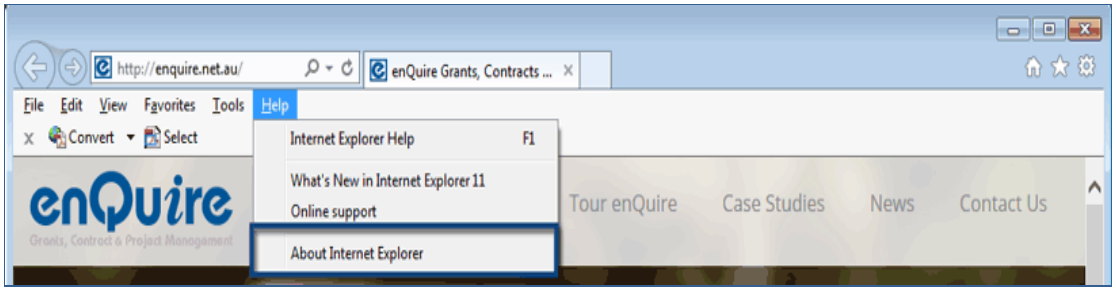
A rendering error message is an error with Internet Explorer. If this occurs, please download Google Chrome at www.google.com/intl/en/chrome/ and use this browser to log into the enQuire account.

To assist with queries and diagnose problems with **performance**, the **internet browser version number may be required**. Follow the instructions below on how to check which version is installed.

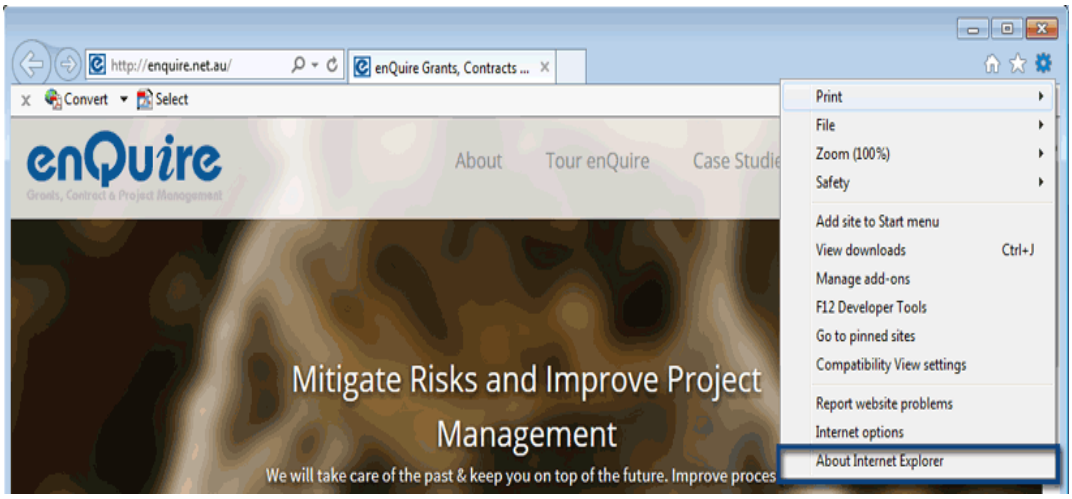
How do I confirm the internet browser version number?

Internet Explorer

- Open Internet Explorer.
- At the top of the Internet Explorer window, select **Help** and then select **About Internet Explorer**. If the **Help** option is unavailable, press **Alt** on your keyboard.



- If you have a more recent version of Internet Explorer, select **Tools** (cog icon) in the top right corner, then select **About Internet Explorer**.

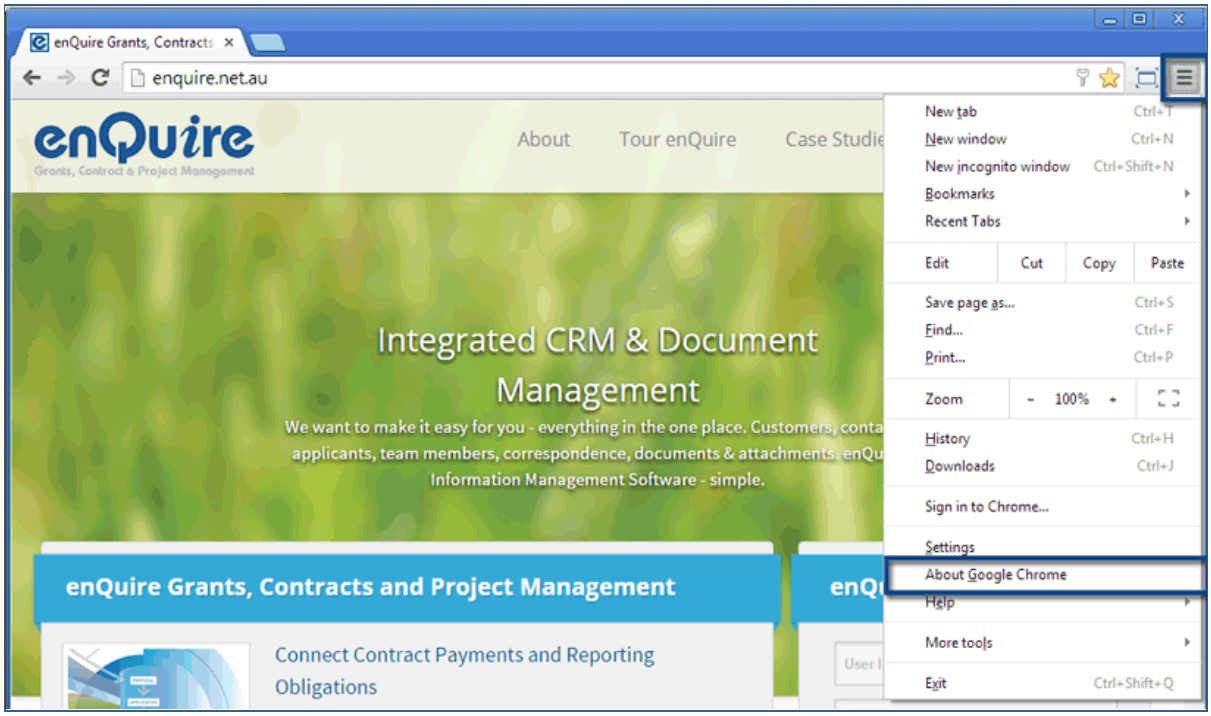


- In the window that appears, the major and update versions will be listed.

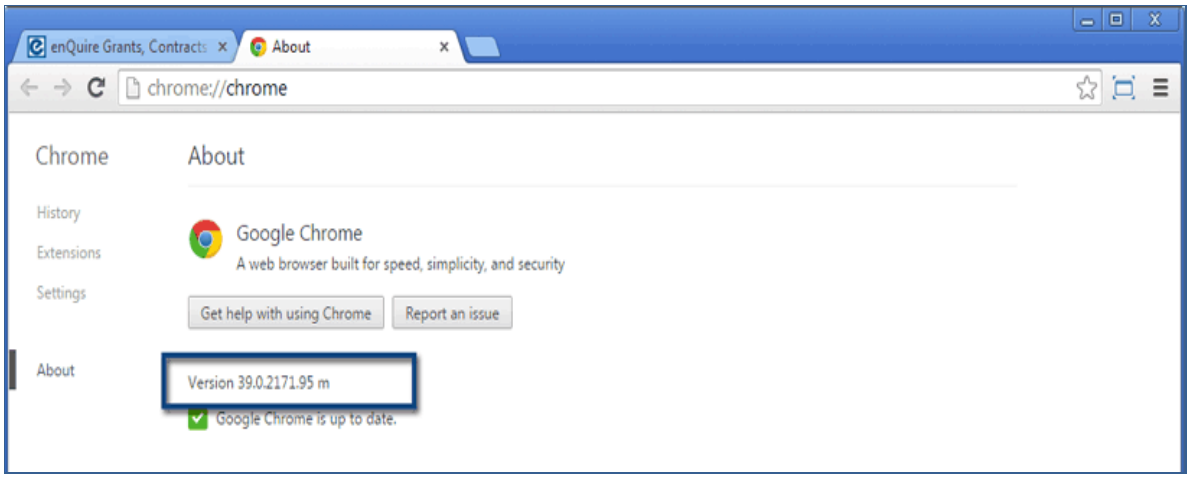
More information is available via the Microsoft Support Centre.

Google Chrome

- Open Google Chrome.
- In the top right corner, select either **Tools or Settings** (wrench or menu icon), and then select **About Google Chrome**.



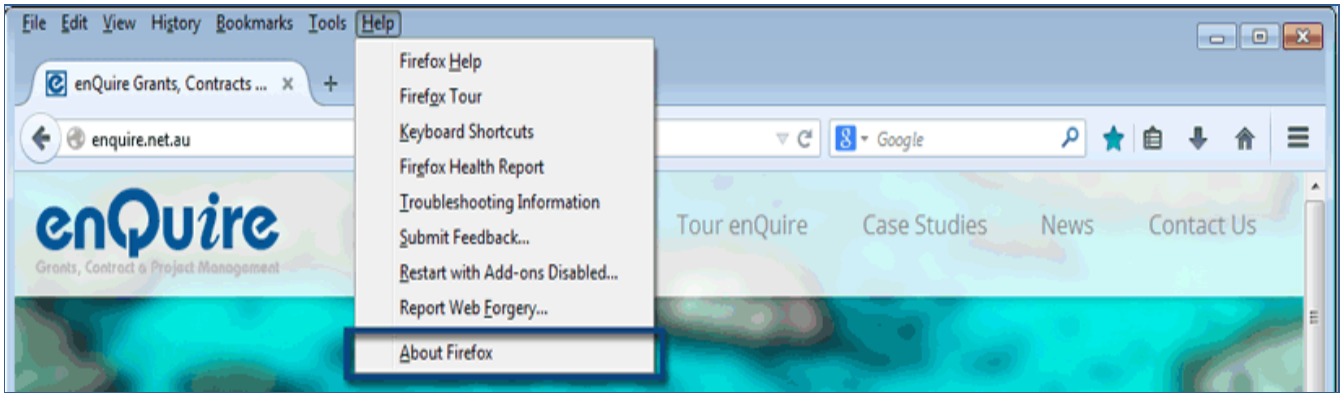
- The version number will appear in a new window or tab.



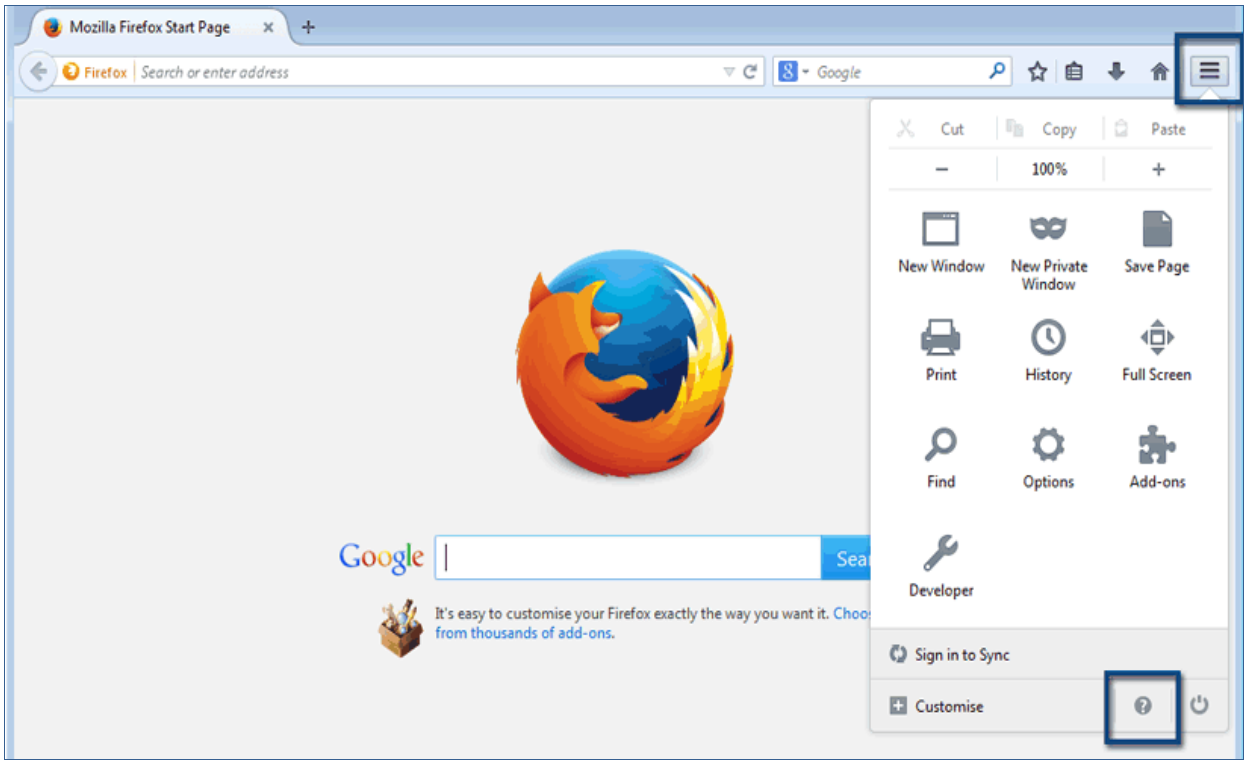
More information is available from the Google Support Centre.

Mozilla Firefox

- Open Mozilla Firefox.
- At the top of the Firefox window, select **Help** and then select **About Mozilla Firefox**. If the **Help** option is unavailable, press **Alt** on your keyboard.



- If you have a more recent version, open the **menu** in the top right hand corner, and then select the **Help Menu** (question mark icon). You will then need to select **About Mozilla Firefox**.



- In the window that appears, the version number will be listed.

About Mozilla Firefox
Firefox
34.0.5
Firefox is up to date
Firefox is designed by Mozilla, a global community working together to keep the Web open, public and accessible to all.
Sound interesting? Get involved!
Licensing Information
End-User Rights
Privacy Policy
Firefox and the Firefox logos are trademarks of the Mozilla Foundation.

More information is available from the Mozilla Firefox Support Centre.

Safari

- Open Safari.
- Select **Safari**, and then select **About Safari**.

- In the window that appears, the browser version number will be listed. The first number is the major version of Safari, and the number inside the parenthesis is the build number.

Trouble opening the PDF version of the application?

At the end of the application process, you will receive a PDF version of your application, which can be printed or saved if you wish. The details will also remain on the enQuire system which you can access when you log in. There may also be other information provided by PDF in enQuire, such as a Facts Sheet.

Out of date or incompatible PDF reader?

Issues opening a PDF may be due to your PDF reader being incompatible, or out of date. Adobe Reader version 9 or higher is required by enQuire. You can download the latest version of Adobe Reader for free at http://get.adobe.com/reader/. Other Windows based PDF readers are not supported.

Is Acrobat JavaScript enabled?

You can check if this is the problem by doing the following:

- Open Adobe Reader from the desktop or start-bar menu
- Click **Edit** and selecting **Preferences**
- Select **JavaScript** from the **Categories** and tick the checkbox to **Enable Acrobat JavaScript**
- Click **OK** to close the **Preferences** window
- Close Adobe Reader by clicking **File** and selecting **Exit**
- Re-open the web browser and continue to use enQuire.

Is Adobe Reader set to display PDFs in a web browser?

You can check if this is the problem by doing the following:

- Open Adobe Reader from your desktop or start-bar menu
- Click **Edit** and selecting **Preferences**
- Select **Internet** from the **Categories** and tick the checkbox to **Display in Read Mode** by default
- Click **OK** to close the **Preferences** window
- Close Adobe Reader by clicking **File** and selecting **Exit**
- Re-open the web browser and continue to use enQuire.

Do you have Kapersky Anti-virus software?

If you have Kapersky anti-virus software, a blank page will be displayed when you attempt to open a PDF. Disabling the anti-virus software in this case will not rectify the issue. You will need to download a different browser. For example, if you are using Internet Explorer you should try to log in to your enQuire account using a different browser, such as Google Chrome. You can download Google Chrome for free through the following link:
https://www.google.com/intl/en_au/chrome/browser/desktop/index.html

Adobe Reader

The operation of Adobe Reader is affected by certain ‘add-ons’. It is recommended users enable Adobe Reader add-ons for the PDF copy of your application to display and function correctly.

Disabling virus add-on/s in Internet Explorer

Go into the Internet Explorer browser and do the following:

- Select **Tools**, and then **Manage add-ons**
- Select the add-ons that are listed under the **Adobe Systems Incorporated** heading
- Enable the add-on/s by selecting **Enable** (for one add-on), or **Enable all** (for multiple add-ons)
- Select any add-ons that mention **anti-virus** and then select **Disable** (for one add-on) or **Disable all** (for multiple add-ons) and then **Close**.

Disabling virus add-on/s or 'extensions' in Google Chrome

Go into the Google Chrome browser and do the following:

- In the address bar type **chrome://extensions**
- Un-tick **Enabled** next to the anti-virus name (could be multiple entries).

Disabling virus add-on/s in Mozilla Firefox

Go into the Mozilla Firefox browser and do the following:

- In the address bar type **about:addons**
- Go to the **Extensions** tab
- Click the **Disable** button next to the anti-virus name (could be multiple entries).

Still experiencing technical issues during the application process?

If you are still experiencing technical issues during the application process, you should close all windows, **Log Out** and **Exit** out of your enQuire account. If you only **Log Out** it may take you back to where the technical error occurred.

When all else fails?

If you are still experiencing issues using enQuire, please email SRSGrants@npsr.qld.gov.au, providing the following information:

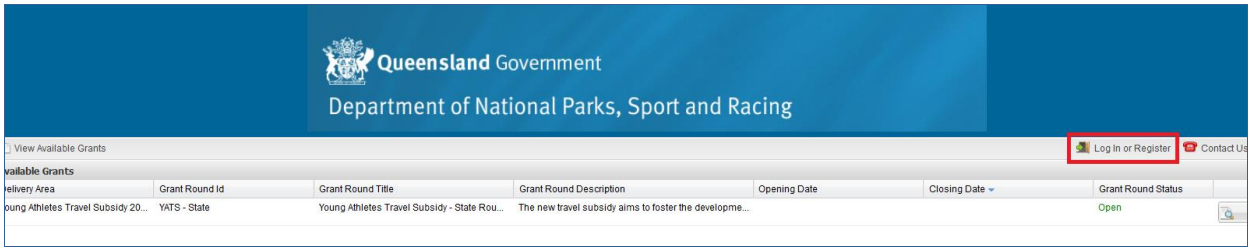
- The operating system you are using (i.e., Windows XP, Windows 7, Mac OS X, etc.)
- The browser and it's version (click on **Help** > **About** in most browsers)
- Which anti-virus (if any) you are using
- Time at which the error occurred
- If you are having issues with any other websites
- Any error messages you have encountered (please include a screenshot if possible).

Applying

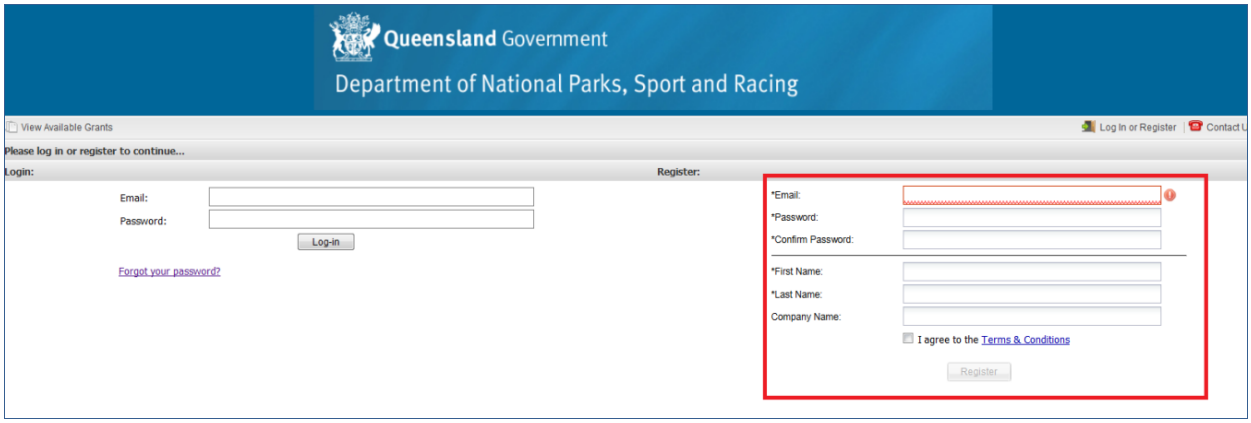
To do an online application for the Young Athletes Travel Subsidy (YATS), you will need to set up an account in the enQuire system.

How do I create an enQuire account?

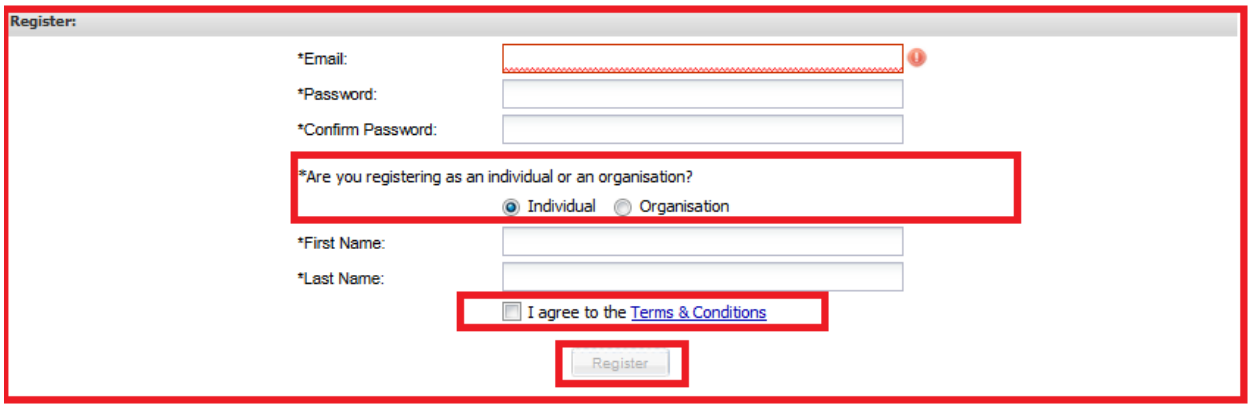
- Open enQuire in your compatible web browser by clicking the following link https://portal.enquire.net.au/portal/srp/dashboard.htm#grants:ixd=LTzUMM.
- Click on the **Log in or Register** button.



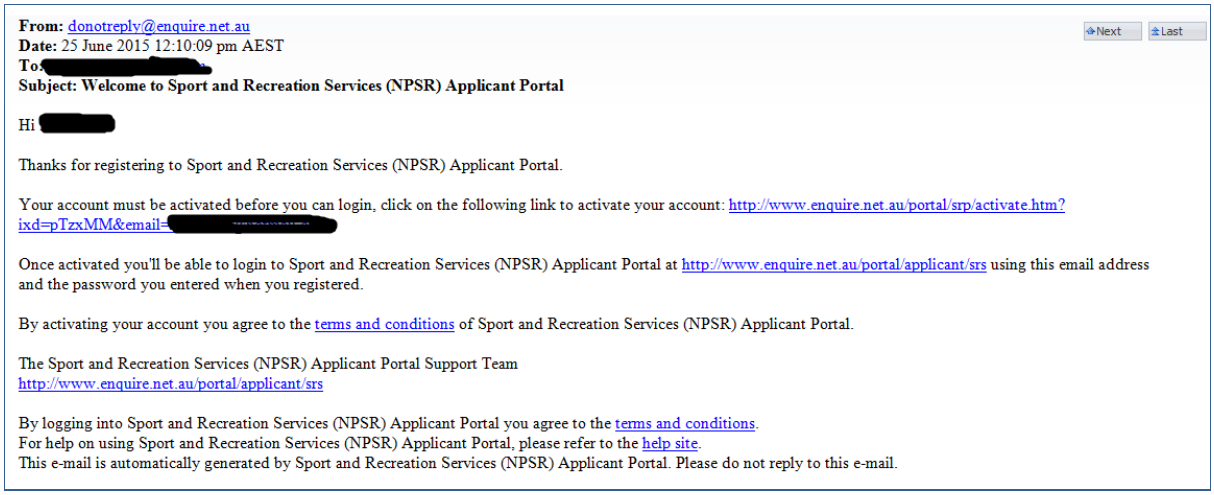
- To register for the first time, enter your email address and details (these are mandatory).



- You must review and agree to the **Terms and Conditions** by ticking the box, and then click 'Register'.



- An email with an activation link will be sent to your email address.
- The activation link must be clicked for you to activate your account and log into enQuire.



From: donotreply@enquire.net.au
Date: 25 June 2015 12:10:09 pm AEST
To: [redacted]
Subject: Welcome to Sport and Recreation Services (NPSR) Applicant Portal

Hi [redacted]

Thanks for registering to Sport and Recreation Services (NPSR) Applicant Portal.

Your account must be activated before you can login, click on the following link to activate your account: http://www.enquire.net.au/portal/srp/activate.htm?ixd=pTzxMM&email=[redacted]

Once activated you'll be able to login to Sport and Recreation Services (NPSR) Applicant Portal at http://www.enquire.net.au/portal/applicant/srs using this email address and the password you entered when you registered.

By activating your account you agree to the terms and conditions of Sport and Recreation Services (NPSR) Applicant Portal.

The Sport and Recreation Services (NPSR) Applicant Portal Support Team
http://www.enquire.net.au/portal/applicant/srs

By logging into Sport and Recreation Services (NPSR) Applicant Portal you agree to the terms and conditions.
For help on using Sport and Recreation Services (NPSR) Applicant Portal, please refer to the help site.
This e-mail is automatically generated by Sport and Recreation Services (NPSR) Applicant Portal. Please do not reply to this e-mail.

Note: Once you have registered, select the **Log In** option when you next use enQuire.

Account Log In or Registration Issues

Have you entered your email address correctly?

Check your email address was entered correctly. If the email address used to register with was incorrect, you will will not receive a validation email and will be unable to log in to your enQuire account.

If you think you entered an incorrect email when first registering, please email SRSGrants@npsr.qld.gov.au for further assistance.

Are you entering a password with the required number of characters and numbers?

Check the entered password is at least eight characters long, and uses a combination of numbers and letters.

Have you activated your account by clicking on the validation link?

You will be unable to log in to your enQuire account if you attempt to log in prior to receiving the validation email and activating your account.

You should receive your validation email within 15 minutes of registering your account. If there are a high number of system users at the time, there may be a delay in receiving the email due to the number of email servers it has to pass through. **Please note:** Sport and Recreation Services has no control over this.

If you have not received the validation email, please check your junk mail.

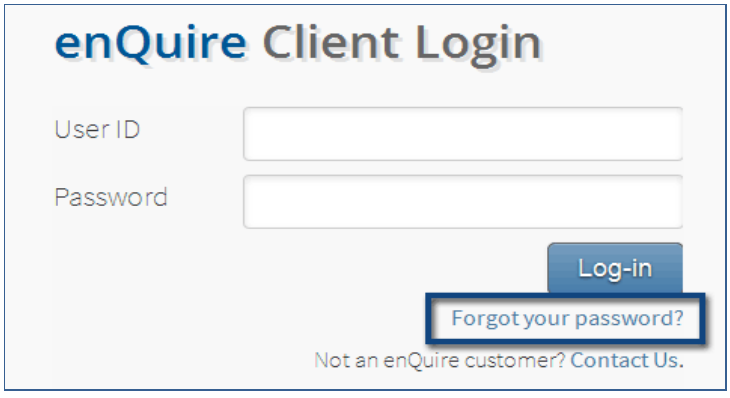
Some email addresses will not be work. For example, if you are registering with a work email and your employer's IT security blocks the email. In this situation, you should try and re-register using another email address.

If the validation email has still not been received after an hour, please email SRSGrants@npsr.qld.gov.au for further assistance.

Forgotten your password

If you have forgotten your password, you can generate a new one yourself.

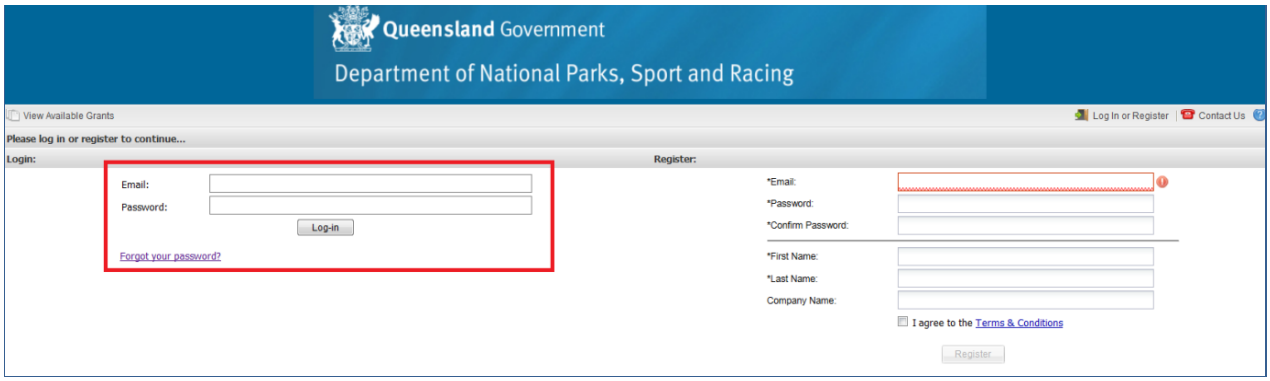
1. Select the **Forgot your password?** link under the log in area of enQuire.



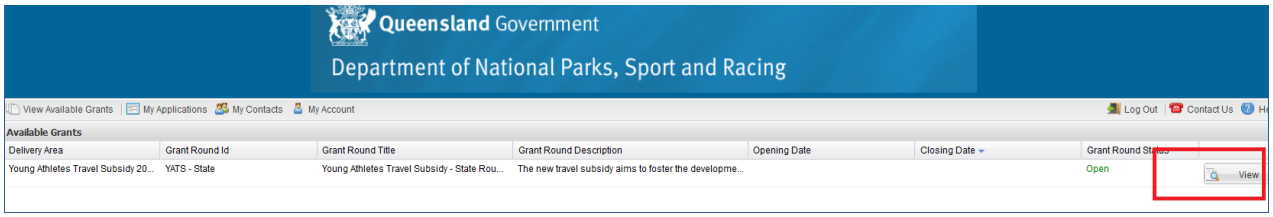
2. Then enter **either** your user identification (id), *or* email address and select **Continue**.
3. An email will be sent to your email address with your user id and temporary password. You will be prompted to change this password the next time you log in to enQuire.

How to apply for the Young Athletes Travel Subsidy using enQuire

- Visit the website at http://www.qld.gov.au/youth/sport-recreation-leisure/young-athletes-travel-subsidy/index.html and read about the grant to determine if you meet the eligibility requirements.
- If eligible to apply, log in to the enQuire grants system with your registered email and password (see how to create an account in this manual – refer to table of contents).



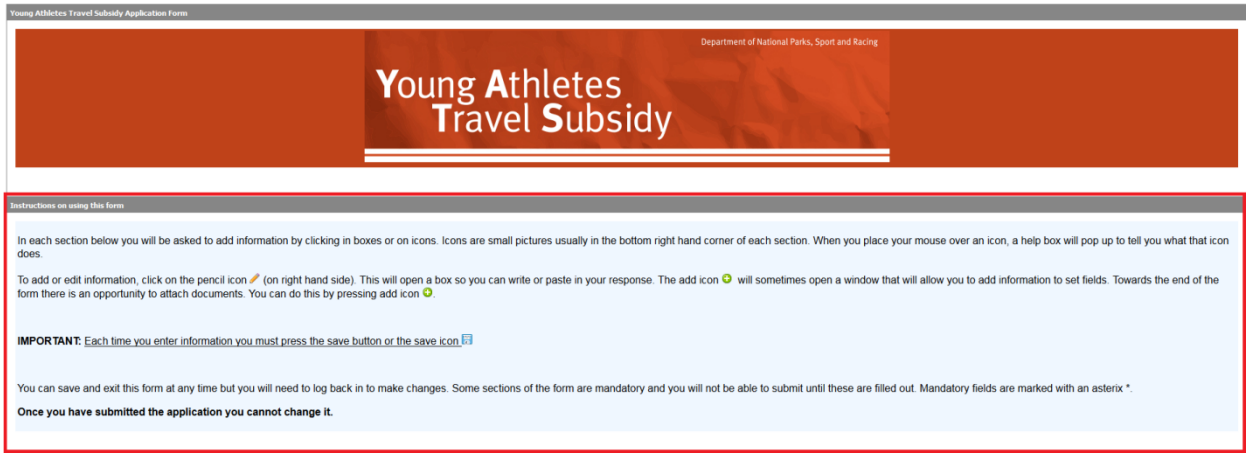
- Select the correct grant listed under **View Available Grants** tab if you have not directly entered the application.



- Click on **Begin Application**.

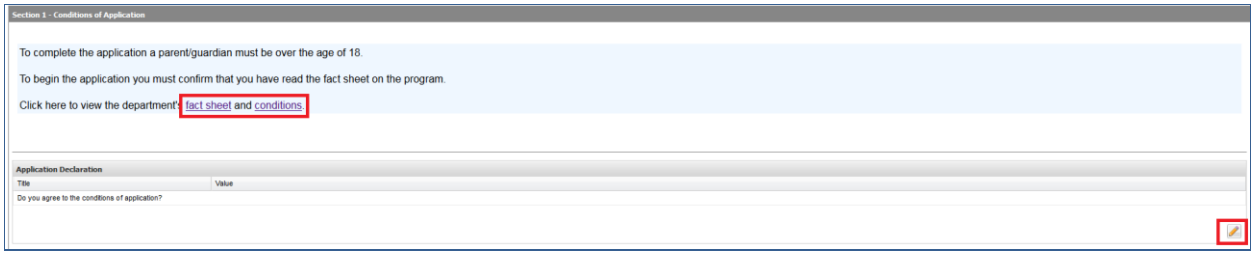
Instructions on completing the application form

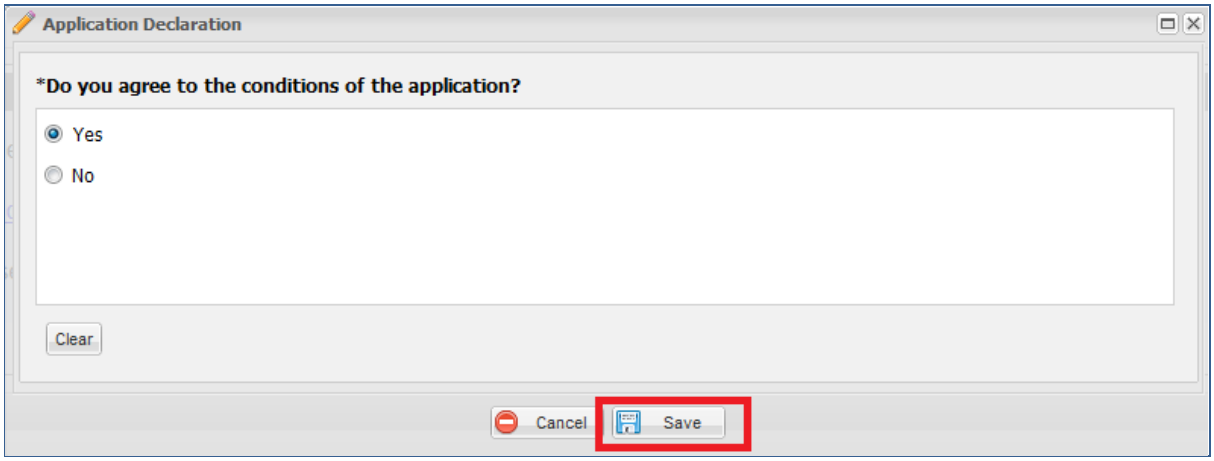
- Ensure you read the 'Instructions on using this form' section before beginning.


Young Athletes Travel Subsidy Application Form
Department of National Parks, Sport and Racing
Young Athletes Travel Subsidy
Instructions on using this form
In each section below you will be asked to add information by clicking in boxes or on icons. Icons are small pictures usually in the bottom right hand corner of each section. When you place your mouse over an icon, a help box will pop up to tell you what that icon does.
To add or edit information, click on the pencil icon (on right hand side). This will open a box so you can write or paste in your response. The add icon will sometimes open a window that will allow you to add information to set fields. Towards the end of the form there is an opportunity to attach documents. You can do this by pressing add icon.
IMPORTANT: Each time you enter information you must press the save button or the save icon.
You can save and exit this form at any time but you will need to log back in to make changes. Some sections of the form are mandatory and you will not be able to submit until these are filled out. Mandatory fields are marked with an asterix *.
Once you have submitted the application you cannot change it.

Section 1 – Conditions of application

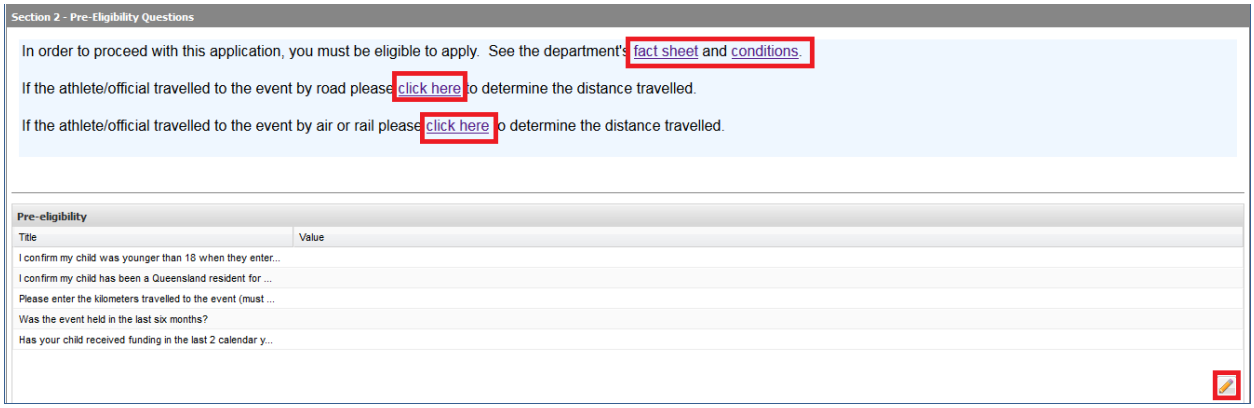
- Read the **Conditions of Application** section to ensure you are eligible for the program.
- Click the **Edit** icon to agree with the conditions of application. Select **Yes** and then click on **Save**.


Section 1 - Conditions of Application
To complete the application a parent/guardian must be over the age of 18.
To begin the application you must confirm that you have read the fact sheet on the program.
Click here to view the department's fact sheet and conditions.
Application Declaration
Title
Value
Do you agree to the conditions of application?

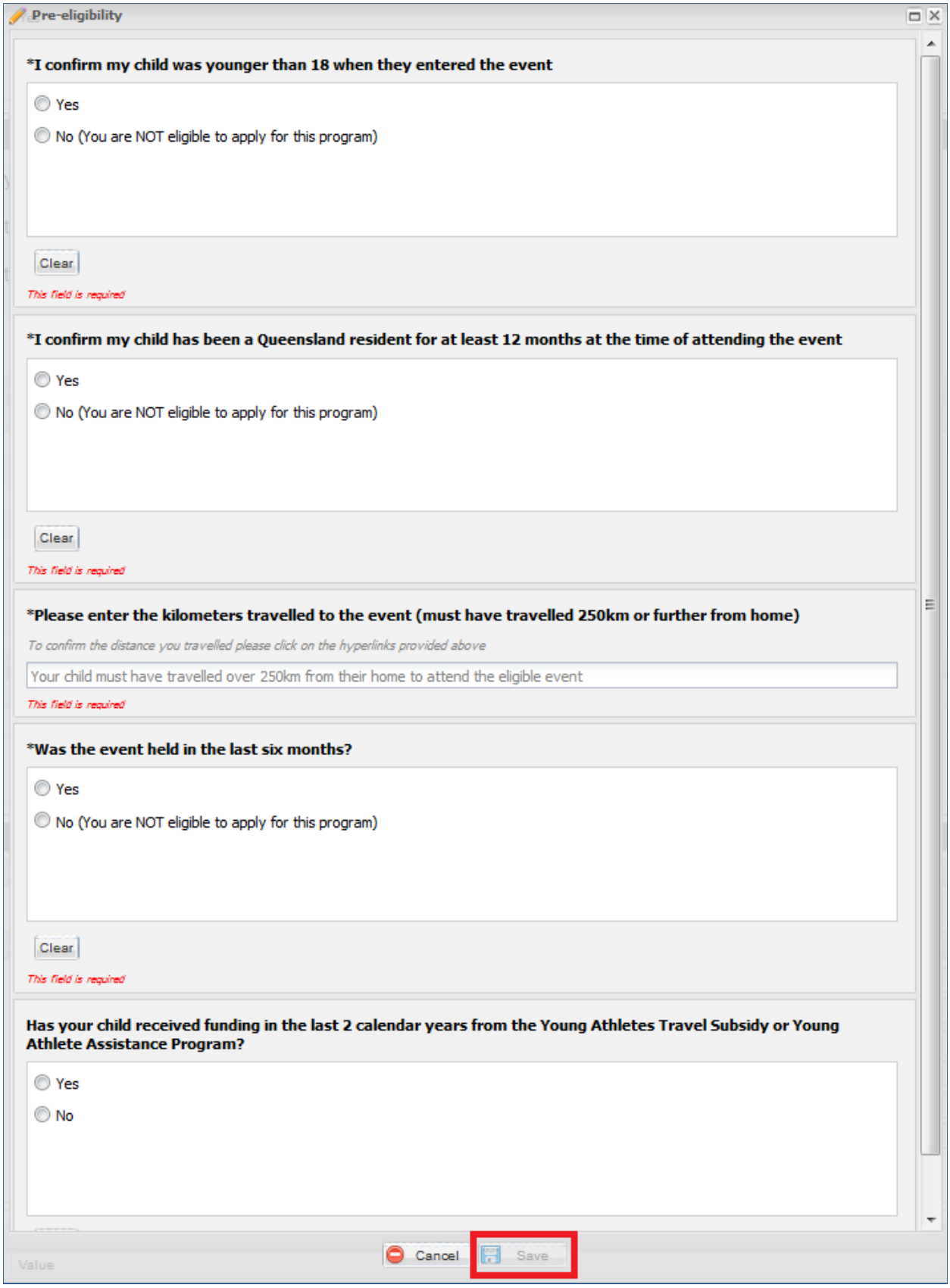


Section 2 – Pre-Eligibility Questions

- Read the program fact sheet and conditions to ensure you are eligible for the program.
- Calculate the distance travelled by clicking on the relevant link.
- Click the edit icon to complete the section details.

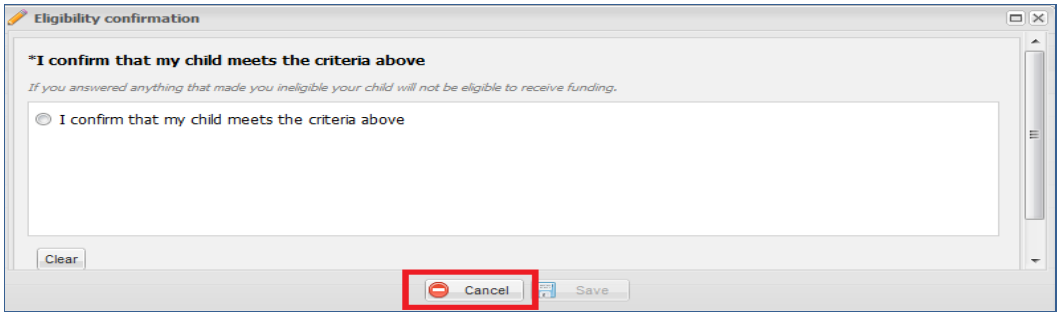

Section 2 - Pre-Eligibility Questions
In order to proceed with this application, you must be eligible to apply. See the department's fact sheet and conditions.
If the athlete/official travelled to the event by road please click here to determine the distance travelled.
If the athlete/official travelled to the event by air or rail please click here to determine the distance travelled.
Pre-eligibility
Title
Value
I confirm my child was younger than 18 when they enter...
I confirm my child has been a Queensland resident for ...
Please enter the kilometers travelled to the event (must ...
Was the event held in the last six months?
Has your child received funding in the last 2 calendar y...

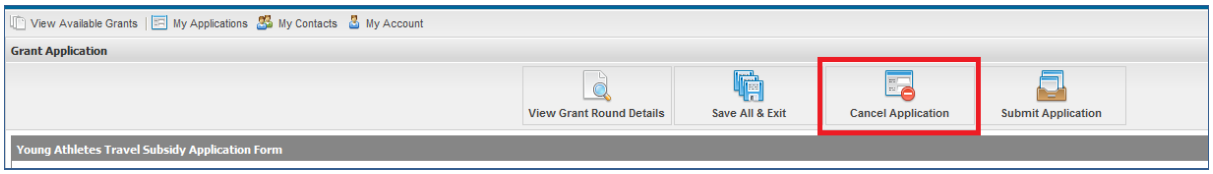
- Complete the relevant questions to determine if you meet the eligibility criteria for the grant.


Pre-eligibility
*I confirm my child was younger than 18 when they entered the event
Yes
No (You are NOT eligible to apply for this program)
Clear
This field is required
*I confirm my child has been a Queensland resident for at least 12 months at the time of attending the event
Yes
No (You are NOT eligible to apply for this program)
Clear
This field is required
*Please enter the kilometers travelled to the event (must have travelled 250km or further from home)
To confirm the distance you travelled please click on the hyperlinks provided above
Your child must have travelled over 250km from their home to attend the eligible event
This field is required
*Was the event held in the last six months?
Yes
No (You are NOT eligible to apply for this program)
Clear
This field is required
Has your child received funding in the last 2 calendar years from the Young Athletes Travel Subsidy or Young Athlete Assistance Program?
Yes
No
Value
Cancel
Save

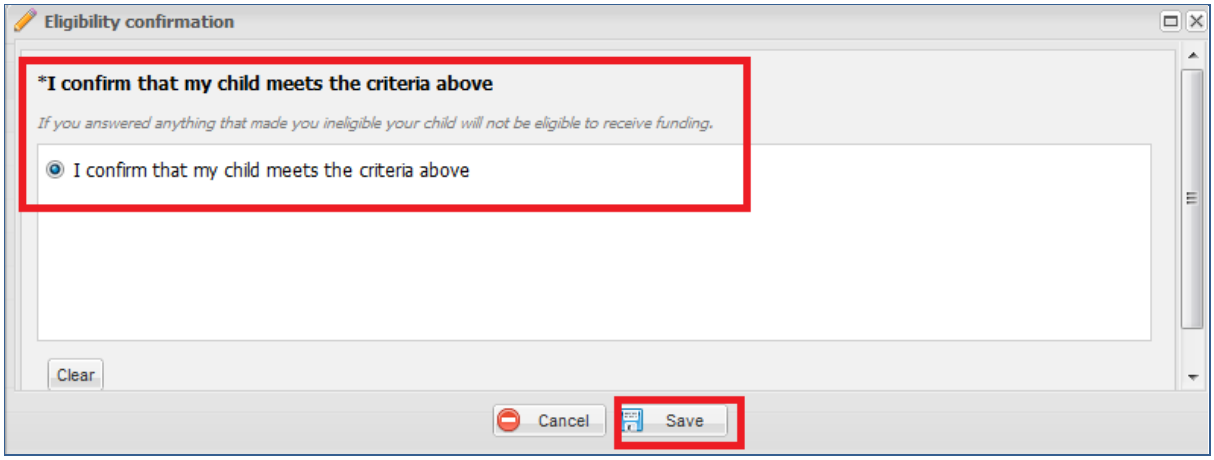
- You **MUST** meet the eligibility criteria to continue the application.
- If **YOU <u>DO NOT</u>** meet the eligibility criteria then cancel and exit the application.

- You can contact the department by emailing SRSGrants@npsr.qld.gov.au with any queries regarding eligibility.


Eligibility confirmation
*I confirm that my child meets the criteria above
If you answered anything that made you ineligible your child will not be eligible to receive funding.
I confirm that my child meets the criteria above
Clear
Cancel
Save

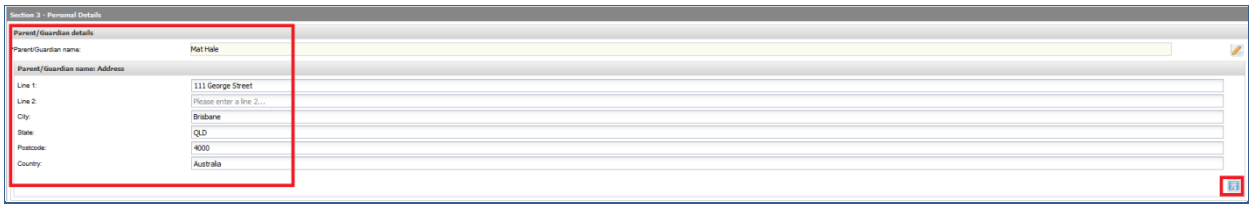


- If **YOU DO** meet the eligibility criteria, select the button to indicate this, and click **Save** to continue the application.


Eligibility confirmation
*I confirm that my child meets the criteria above
If you answered anything that made you ineligible your child will not be eligible to receive funding.
I confirm that my child meets the criteria above
Clear
Cancel
Save

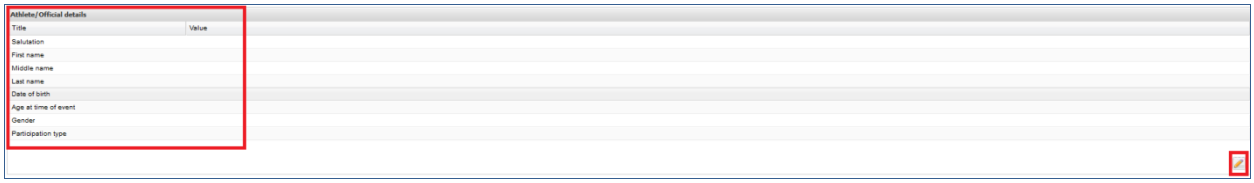
Section 3 – Personal Details

- The parent/guardian details will auto populate from the details entered when you register your account in enQuire.
- Please check your address details are correct.

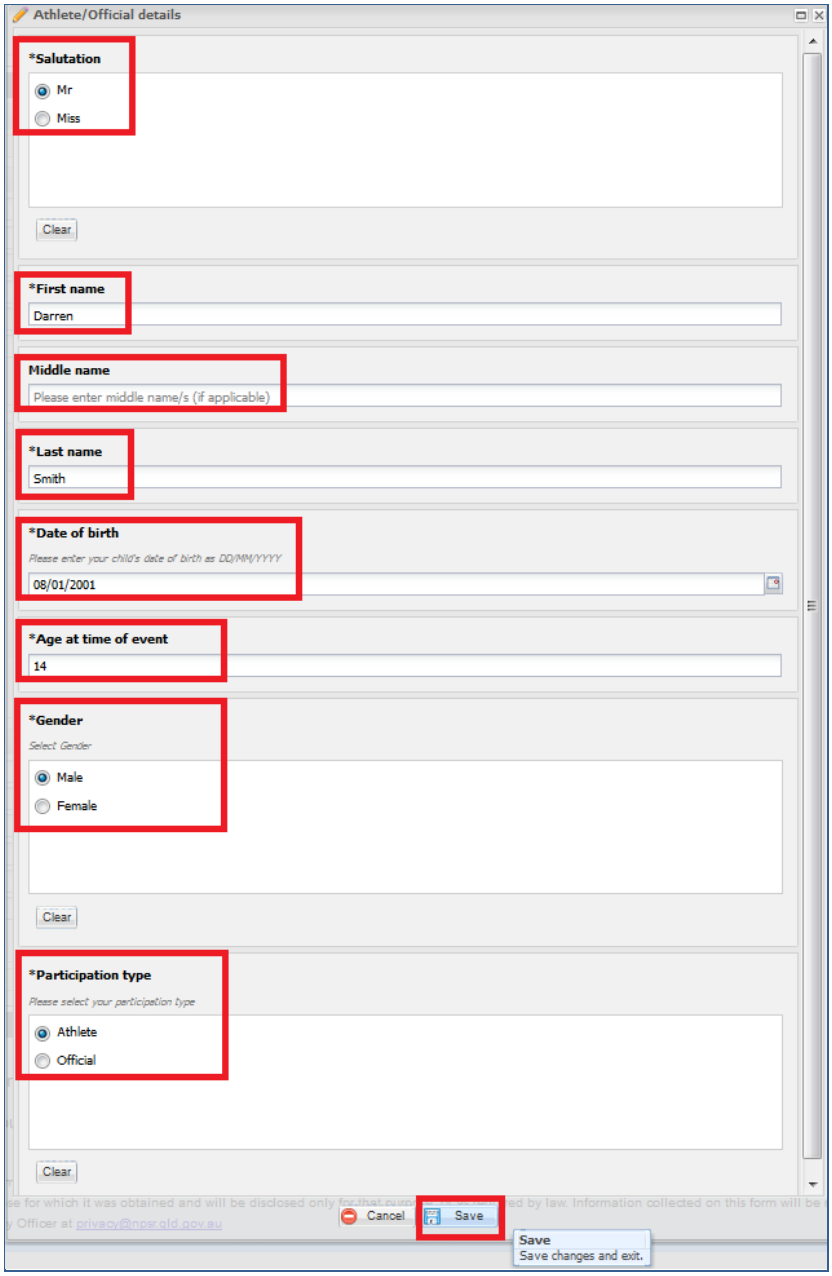


Section 3 (cont.) – Athlete/Official Details

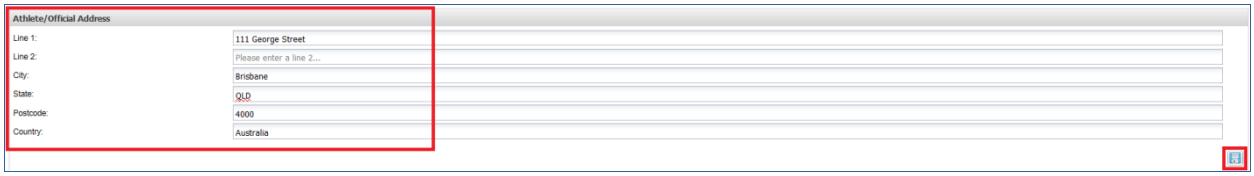
- Click the **Edit** icon to enter the details for athlete/official.



- Complete the relevant details.



- Click **Save** to continue application.
- Enter the Athlete/Official's address details.

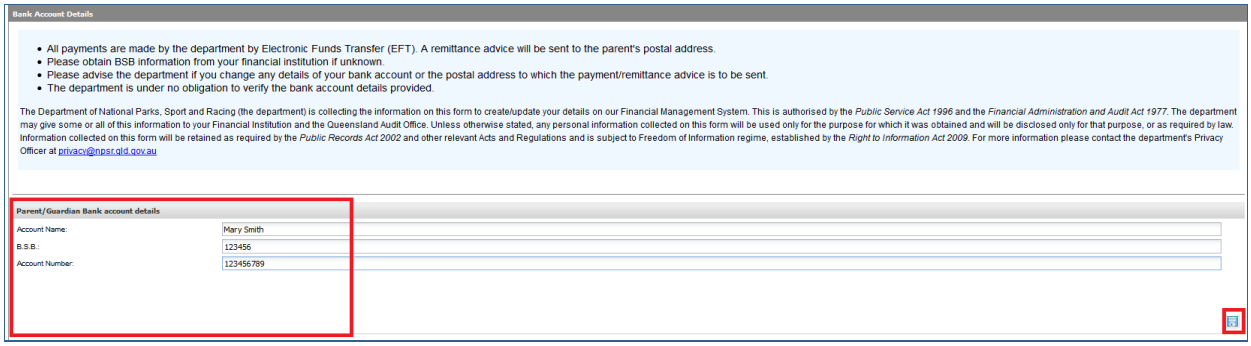


- Click **Save** to continue application.
- Re-enter the athlete or officials name to confirm the details

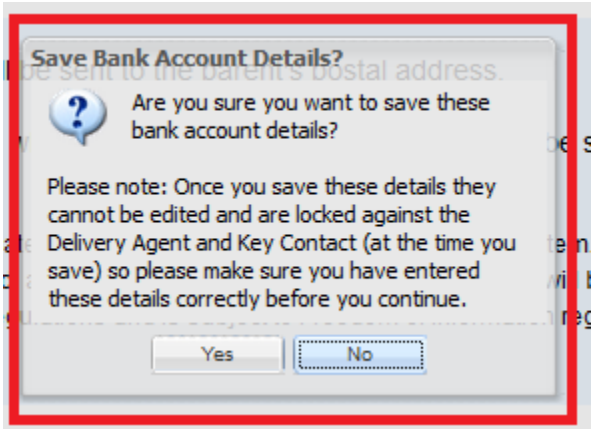
- Click **Save** to continue application.

Bank Account Details

- Enter your bank details and click **Save**.

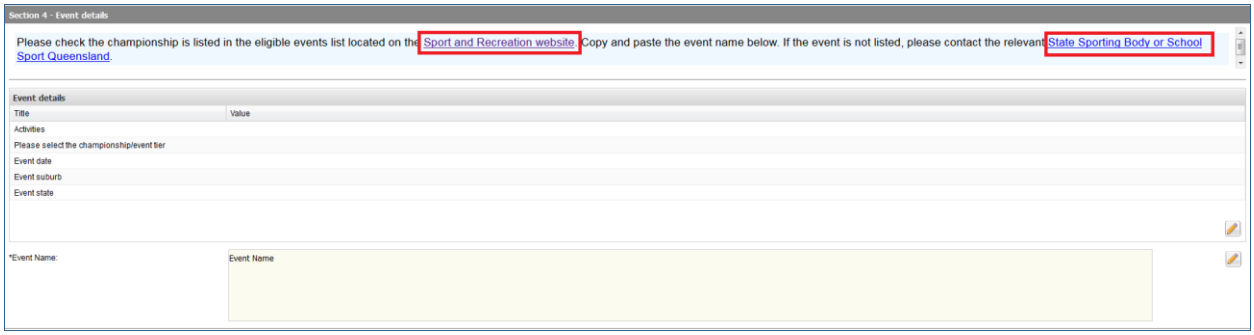

Bank Account Details
All payments are made by the department by Electronic Funds Transfer (EFT). A remittance advice will be sent to the parent's postal address.
Please obtain BSB information from your financial institution if unknown.
Please advise the department if you change any details of your bank account or the postal address to which the payment/remittance advice is to be sent.
The department is under no obligation to verify the bank account details provided.
The Department of National Parks, Sport and Racing (the department) is collecting the information on this form to create/update your details on our Financial Management System. This is authorised by the Public Service Act 1996 and the Financial Administration and Audit Act 1977. The department may give some or all of this information to your Financial Institution and the Queensland Audit Office. Unless otherwise stated, any personal information collected on this form will be used only for the purpose for which it was obtained and will be disclosed only for that purpose, or as required by law. Information collected on this form will be retained as required by the Public Records Act 2002 and other relevant Acts and Regulations and is subject to Freedom of Information regime, established by the Right to Information Act 2009. For more information please contact the department's Privacy Officer at privacy@npsr.qld.gov.au
Parent/Guardian Bank account details
Account Name:
Mary Smith
B.S.B.:
123456
Account Number:
123456789

- You will be required to confirm the bank details are true and correct.
- Ensure your bank details are correct. Once entered, they cannot be edited.

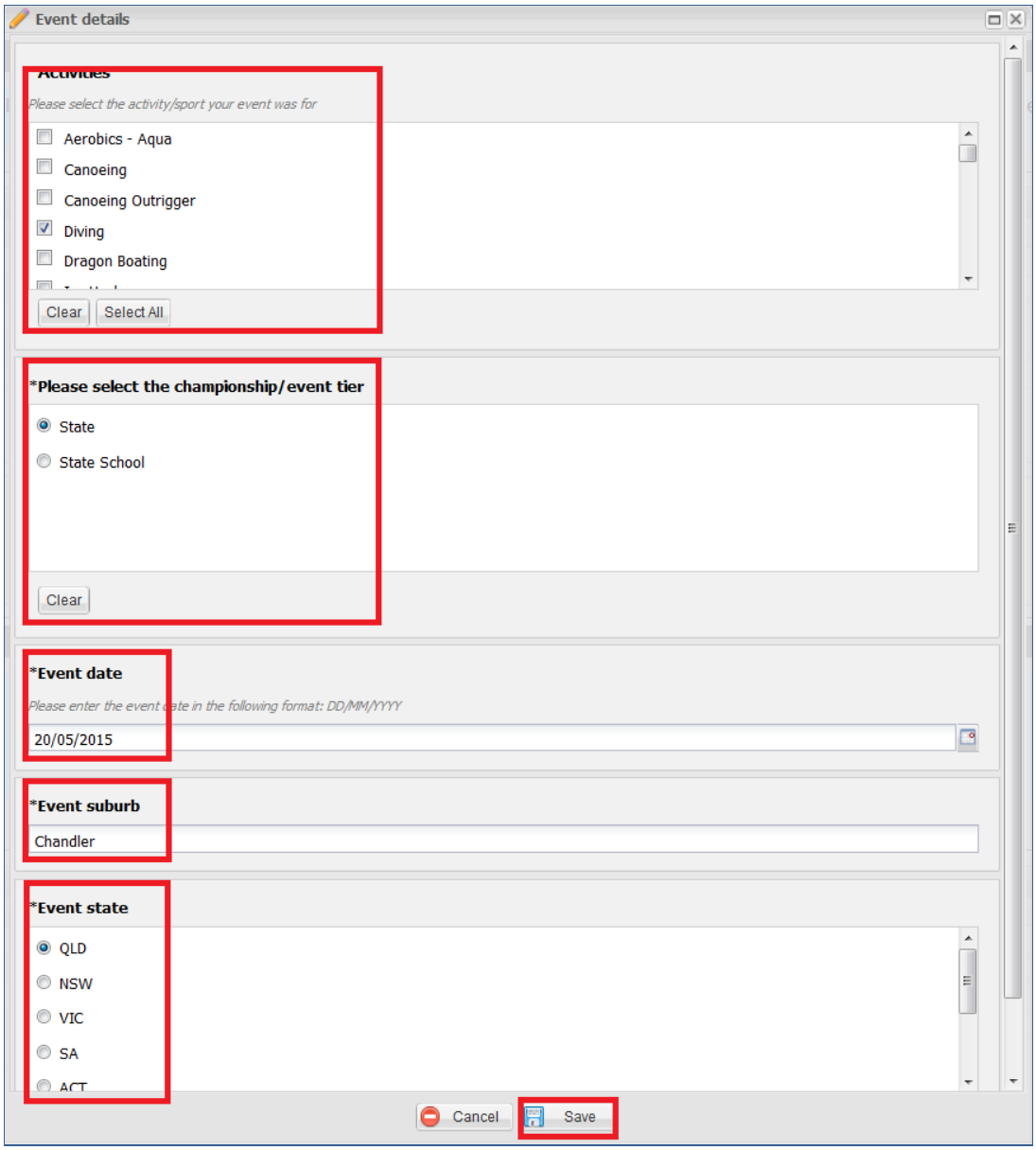

Save Bank Account Details?
Are you sure you want to save these bank account details?
Please note: Once you save these details they cannot be edited and are locked against the Delivery Agent and Key Contact (at the time you save) so please make sure you have entered these details correctly before you continue.
Yes
No

Section 4 – Event Details

- Check the eligible event list on the department's website. A link is provided in the online application.


Section 4 - Event details
Please check the championship is listed in the eligible events list located on the Sport and Recreation website. Copy and paste the event name below. If the event is not listed, please contact the relevant State Sporting Body or School Sport Queensland.
Event details
Title
Value
Activities
Please select the championship/event tier
Event date
Event suburb
Event state
*Event Name:
Event Name

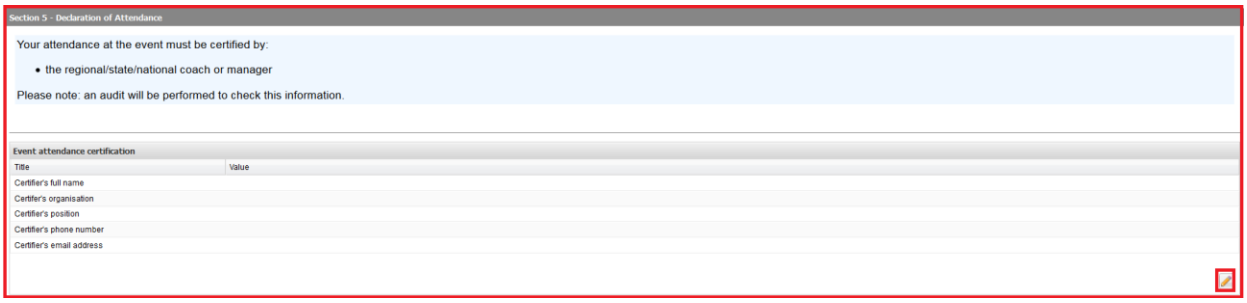
- Enter the details of the event and click **Save**.



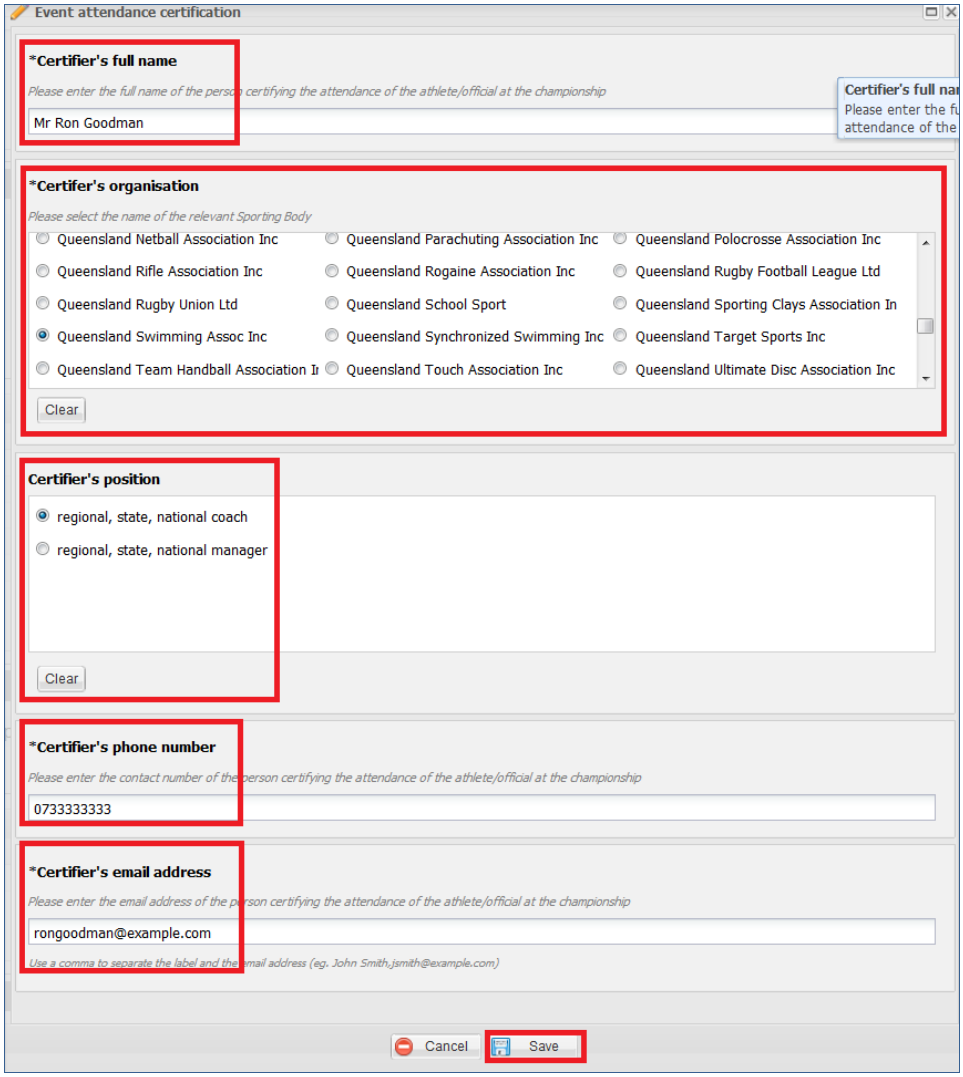
- Copy and paste the event name details into the **Event Name** section and click **Save**.

Section 5 – Declaration of Attendance

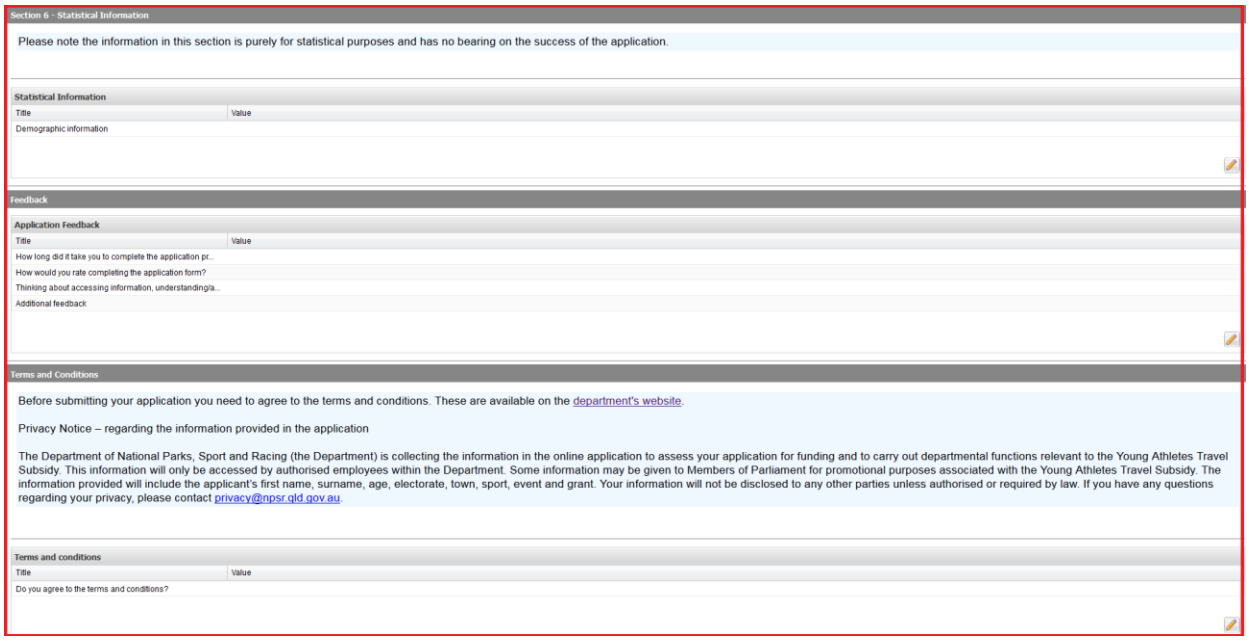
- Click the **Edit** icon to enter the details of the certifier for the athlete's or official's attendance at the event.


Section 5 - Declaration of Attendance
Your attendance at the event must be certified by:
• the regional/state/national coach or manager
Please note: an audit will be performed to check this information.
Event attendance certification
Title
Value
Certifier's full name
Certifier's organisation
Certifier's position
Certifier's phone number
Certifier's email address

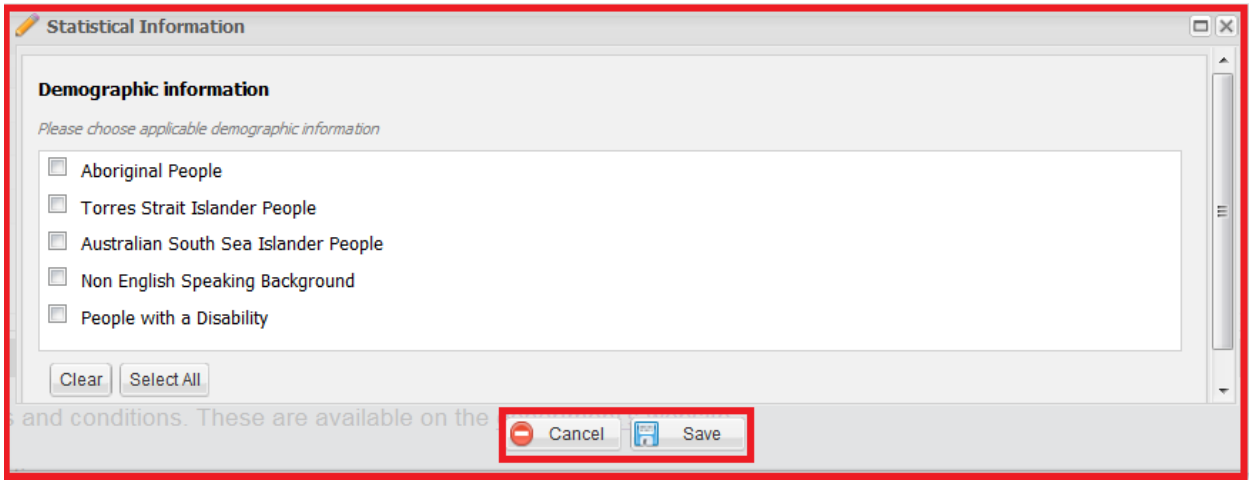
- Enter the required details and click **Save**.


Event attendance certification
*Certifier's full name
Please enter the full name of the person certifying the attendance of the athlete/official at the championship
Mr Ron Goodman
*Certifer's organisation
Please select the name of the relevant Sporting Body
Queensland Netball Association Inc
Queensland Parachuting Association Inc
Queensland Polocrosse Association Inc
Queensland Rifle Association Inc
Queensland Rogaine Association Inc
Queensland Rugby Football League Ltd
Queensland Rugby Union Ltd
Queensland School Sport
Queensland Sporting Clays Association In
Queensland Swimming Assoc Inc
Queensland Synchronized Swimming Inc
Queensland Target Sports Inc
Queensland Team Handball Association I
Queensland Touch Association Inc
Queensland Ultimate Disc Association Inc
Clear
Certifier's position
regional, state, national coach
regional, state, national manager
Clear
*Certifier's phone number
Please enter the contact number of the person certifying the attendance of the athlete/official at the championship
0733333333
*Certifier's email address
Please enter the email address of the person certifying the attendance of the athlete/official at the championship
rongoodman@example.com
Use a comma to separate the label and the email address (eg. John Smith,jsmith@example.com)
Cancel
Save

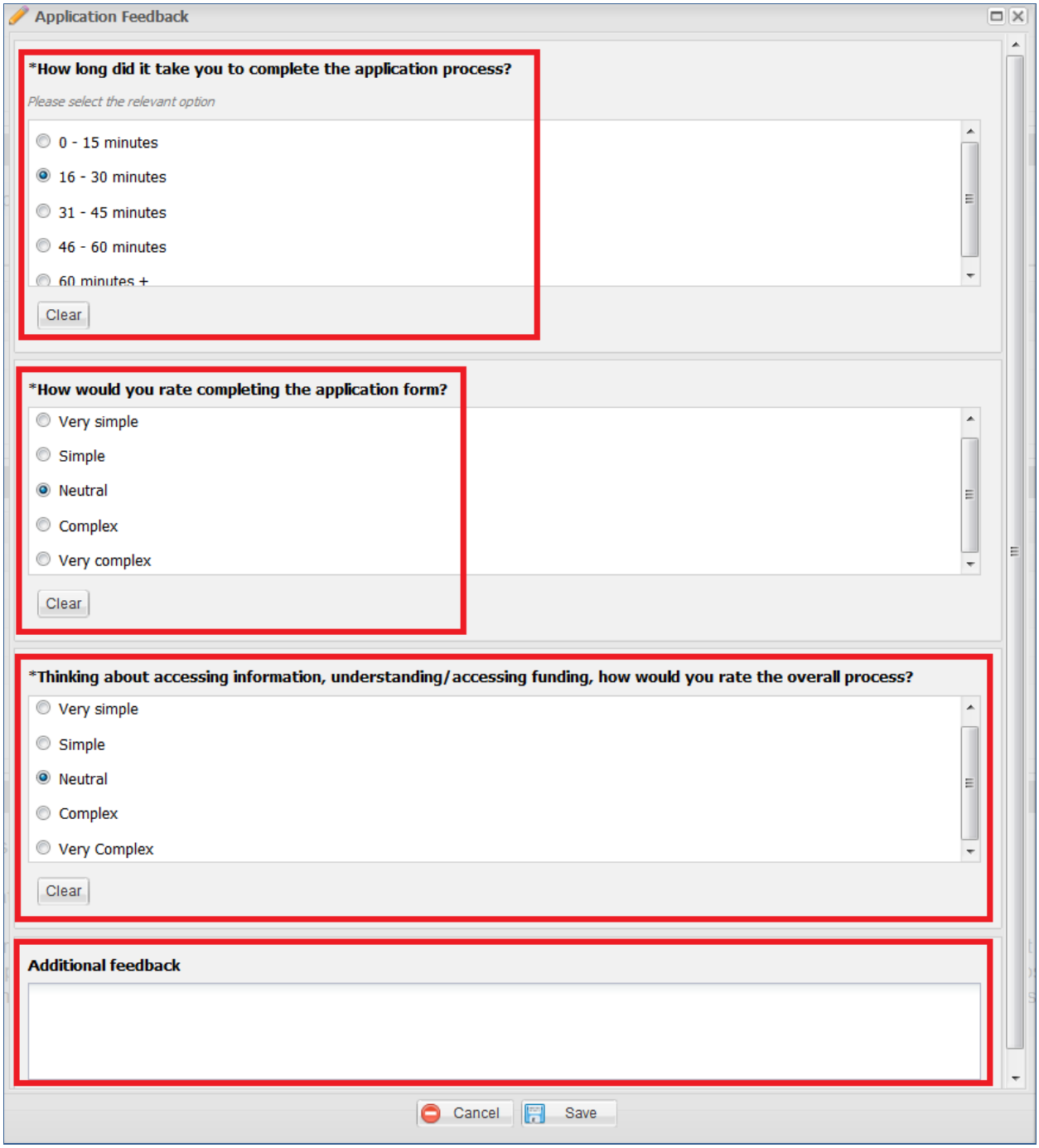
Section 6 – Statistical Information, Feedback and Terms and Conditions


Section 6 - Statistical Information
Please note the information in this section is purely for statistical purposes and has no bearing on the success of the application.
Statistical Information
Title
Value
Demographic information
Feedback
Application Feedback
Title
Value
How long did it take you to complete the application pr...
How would you rate completing the application form?
Thinking about accessing information, understanding/a...
Additional feedback
Terms and Conditions
Before submitting your application you need to agree to the terms and conditions. These are available on the department's website.
Privacy Notice – regarding the information provided in the application
The Department of National Parks, Sport and Racing (the Department) is collecting the information in the online application to assess your application for funding and to carry out departmental functions relevant to the Young Athletes Travel Subsidy. This information will only be accessed by authorised employees within the Department. Some information may be given to Members of Parliament for promotional purposes associated with the Young Athletes Travel Subsidy. The information provided will include the applicant's first name, surname, age, electorate, town, sport, event and grant. Your information will not be disclosed to any other parties unless authorised or required by law. If you have any questions regarding your privacy, please contact privacy@npsr.qld.gov.au.
Terms and conditions
Title
Value
Do you agree to the terms and conditions?

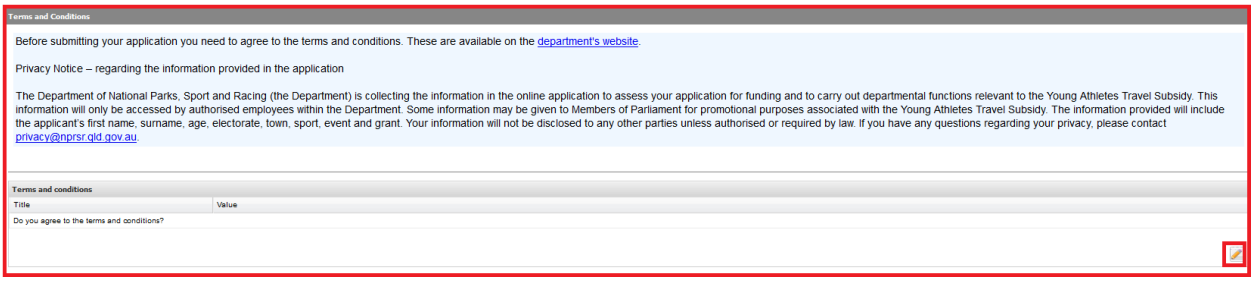
- Click the **Edit** icon to enter details, if relevant, in **Statistical Information**.
- Click **Cancel** if none of the details are relevant.
- Click **Save** if you have entered details.



- Click **Edit** icon on the **Application Feedback** section to provide feedback on the application, provide answers as prompted and click **Save**.
- This information will assist the department to make improvements to the application form and process.



- Review the **Terms and Conditions** of the application and click **Edit** to accept.


Terms and Conditions
Before submitting your application you need to agree to the terms and conditions. These are available on the department's website.
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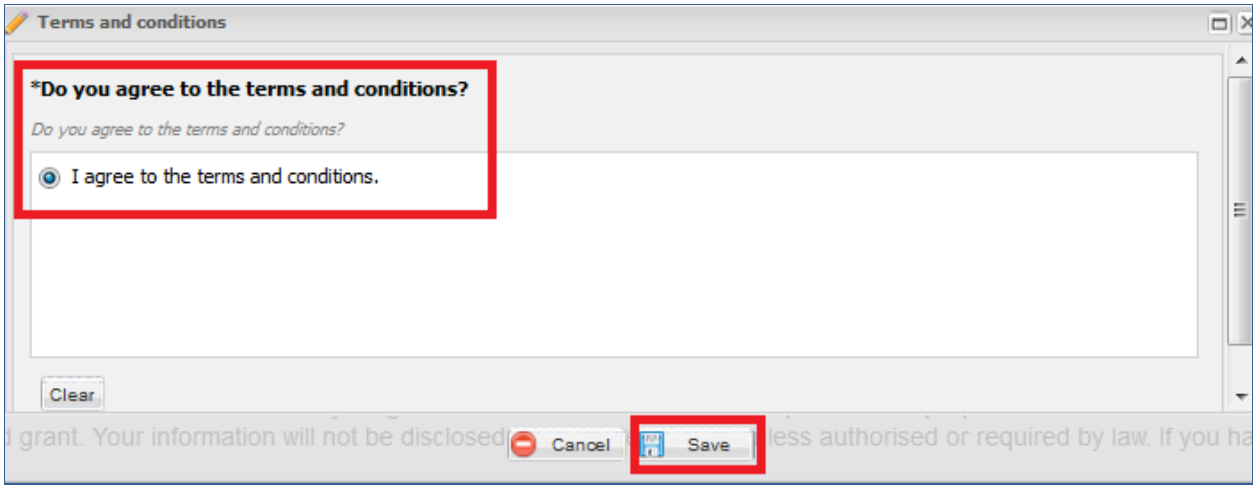
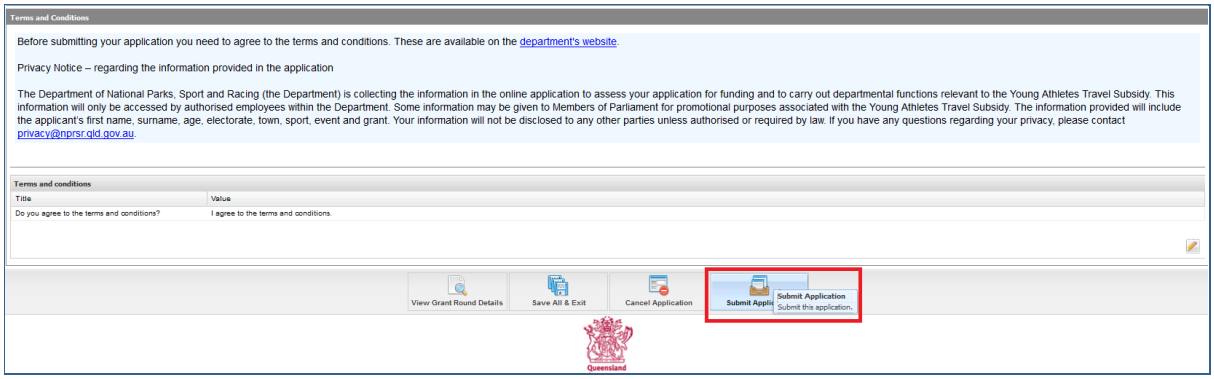
Terms and conditions
Title
Value
Do you agree to the terms and conditions?

- You must then agree to the Terms and Conditions to submit the application.
- Click **Save** to proceed and submit the application.


Terms and conditions
*Do you agree to the terms and conditions?
Do you agree to the terms and conditions?
I agree to the terms and conditions.
Clear
Cancel
Save

- Click **Submit** to complete the application process.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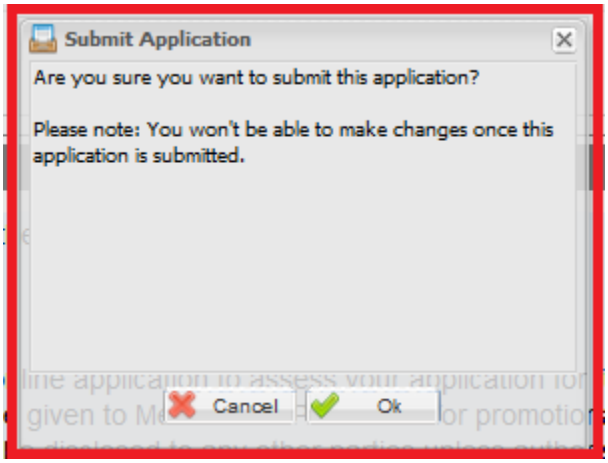
Terms and conditions
Title
Value
Do you agree to the terms and conditions?
I agree to the terms and conditions.
View Grant Round Details
Save All & Exit
Cancel Application
Submit Application
Submit this application.

- Confirm you want to submit the application.

Note: You will not be able to edit the application once you click ‘Ok’ and submit the application.


Submit Application
Are you sure you want to submit this application?
Please note: You won't be able to make changes once this application is submitted.
Cancel
Ok

- A copy of your application will be saved under the **My Application** tab in the enQuire portal.

Note: It is possible to partially fill in the application and complete it later. This is done by clicking the **Save All & Exit** button. When you log back in you can select the same application under the **My Applications** tab.